

Iowa Dental Wellness Plan Report – 1st Qtr. 2016

Operations	<ul style="list-style-type: none"> • Activities/Results <ul style="list-style-type: none"> ○ Customer Service calls received for quarter: 9,176 ○ 742,479 dental services provided to 77,475 unique members ○ Completed Risk Assessments to date: 40,834 first time risk assessment and 8,200 second time risk assessment. ○ 19 local Public Health Agencies are providing outreach and referral services to DWP members and working with community providers to increase awareness • Claims <ul style="list-style-type: none"> ○ Processing Time (average): 7.81 days ○ Payment for Claims: \$8,017,219.67 • Complaints/Appeals <ul style="list-style-type: none"> ○ 61 complaints, 61 resolved (program to date) ○ 13 complaints, 13 resolved (1st quarter of 2016) ○ 5 appeals, 5 resolved (program to date) ○ 1 appeal, 1 resolved (1st quarter of 2016) ○ No reports from members on not receiving timely services • Network <ul style="list-style-type: none"> ○ Number of dentist providing services 1/1- 3/31, 2016: ○ 653 General Dentists ○ 47 Oral Surgeons ○ 9 Periodontists ○ 7 Pedodontists ○ 7 Endodontists ○ 6 Prosthodontists
DWP Benefit Design and Related Data	<ul style="list-style-type: none"> • To date members that have received services <ul style="list-style-type: none"> ○ 97.4% received a Diagnosis and Prevention Service ○ 44.6% received a Stabilization Service ○ 32.3% received an Emergent Service • Earned Benefits <ul style="list-style-type: none"> ○ 36.79% of members with qualifying service have earned Enhanced or Enhanced Plus benefits